

Relay Iowa 2015 - 2016 FCC TRS Complaint Report

June 2015-May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
101674	7/21/2015		Scott	Scott	Customer stated when making a long distance call through Relay is receiving a message "service temporarily denied."		Customer Care advised the customer the message is an operator generated recording and that Mediacom is not a participating provider with Relay. Customer Care offered the customer a temporary profile until Mediacom is participating with Relay. Customer accepted and temporary profile was set. LOA request has been sent to Mediacom, but as of 5/31/2016 no signed LOA has been received by Relay.	External Complaints - Miscellaneous
388869	8/31/2015		Carey	Carey	Customer stated that they are unable to reach 7-1-1.	9/17/2015	Customer Care provided troubleshooting; which did not resolve the issue. Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which discovered that the service area in question was a new NPA NXX exchange. Relay added exchange to Relay system. Technical worked with the CLEC to add the new exchange; everything is working properly. Customer was notified.	Technical Complaints - Tech Issues 7-1-1 Problem
455563	9/18/2015		Jenn	Jenn	Customer stated is having trouble with their phone service and requested advice from Relay Iowa Customer Care how to proceed with filing a complaint.	9/18/2015	Customer Care referred the customer to their phone service provider for further assistance with the technical issues they are experiencing with their phone line. Customer was satisfied.	External Complaints - Miscellaneous
671553	9/29/2015	9028	Jenn	Jenn	Customer was wrongly transferred to Customer Care. Customer stated the Representative and CA were very rude, disrespectful, refused to assist them, and then requested to speak with another Representative. Customer requested information about Relay.	9/29/2015	Customer was transferred to another Customer Care Representative. Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer Care also provided requested information regarding Relay Services during this call. Customer was satisfied.	Service Complaints - Miscellaneous

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229335	1/23/2016		Dan	Dan	Customer stated when an incoming call is placed to their phone number, it rings once and is then redirected to Relay.	1/23/2016	Customer Care referred the customer to their telephone service provider for further assistance with the call forwarding issue. Customer understood.	External Complaints - Miscellaneous
541534	3/15/2016	3062F	Dan	Dan	Customer stated the CA asked the customer to hold and then stopped responding.	3/17/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which determined that the CA the customer had reported the issue with had not processed a call for the customer at the specified time. Information was forwarded to management and the CA did not receive refresher training in regards to this issue.	Service Complaints - Miscellaneous
544977	3/15/2016	4065	Erica	Erica	Customer stated the CA was not responding after placing the customer on hold.	3/16/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Miscellaneous